

Site Select TN is the Tennessee Department of Economic and Community Development's quarterly newsletter aimed at informing our partners in business development on the successes and milestones being achieved in Tennessee. ECD's mission is to develop strategies which help make Tennessee the No. 1 location in the Southeast for high quality jobs.

Second Quarter 2012

# Legislative UPDATE

## Governor Haslam Signs Legislation to Expand FastTrack Program

Gov. Bill Haslam announced in May he has signed legislation to expand the state's FastTrack program to specifically support economic development in rural communities and for exceptional projects.

The governor proposed the legislation, HB 2344/SB 2206, in January to create the FastTrack Economic Development Fund, an expansion of ECD's current infrastructure and job training program.

The legislation resulted from a 12-month review of ECD's incentive programs with input from companies, site selection consultants and economic development stakeholders.

By making reimbursable grants to local industrial development boards, the fund provides additional grant support for companies expanding or locating in Tennessee, and the legislation stipulates that the fund will only be used in exceptional cases where the impact of the company on a given community is significant.

"Tennessee is recognized as one of the best places to do business in the country, and this legislation gives us another

tool in the toolbox to help make Tennessee the No. 1 location in the Southeast for high quality jobs by focusing on our rural communities and recruiting and growing significant jobs," Haslam said.

The FastTrack Economic Development Fund will aid companies in a variety of ways, including relocation expenses, temporary office space, capital improvements, retrofitting and other expenditures not previously covered by FastTrack infrastructure or job training grants.

"I want to thank the General Assembly for their support of the FastTrack Economic Development Fund," ECD Commissioner

Bill Hagerty said. "A more flexible FastTrack grant program will be extremely helpful to local governments, chambers of commerce and economic development professionals around the state as we work together to encourage existing industry expansions and recruit new companies to Tennessee."

Sponsors of the FastTrack Economic Development Fund include Sen. Mark Norris (R-Collierville), Rep. Gerald McCormick (R-Chattanooga) and Rep. Tim Wirtgen (R-Buchanan).

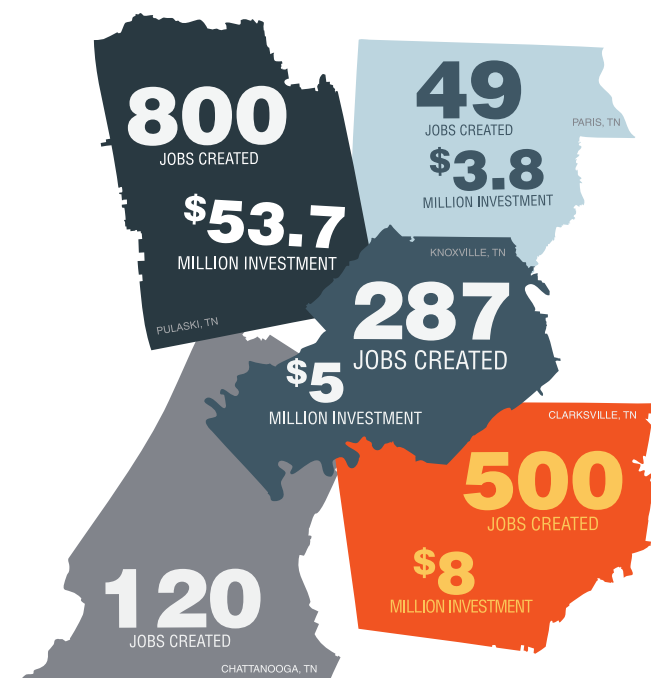
For more information on the FastTrack Economic Development Fund, click [here](#).



**ABOVE:** Tennessee Gov. Bill Haslam signs legislation to expand the state's FastTrack program to specifically support economic development in rural communities and for exceptional projects.  
**LEFT:** Left to Right: Lt. Governor Ron Ramsey, Gov. Bill Haslam and Speaker of the House Beth Harwell at a press conference marking the end of the Legislative Session.

# economic UPDATE

## Tennessee's Jobs Announcements in Q2



**Q**uarter Two proved to be another successful quarter for ECD with dozens of jobs announcements all across the state. In Quarter Two, ECD announced 5,859 jobs and \$718 million in investments. Five substantial announcements this quarter included Magneti Marelli, Green Mountain Coffee Roasters, Inc., Agero, Dana Holdings Corporation and HomeServe USA.

Magneti Marelli announced in June that the company will expand its Pulaski, Tenn. outfit, a \$53.7 million investment that will create 800 new jobs. The company is a top global automotive systems and components supplier, and a new automotive lighting operation will be housed inside the company's existing Pulaski facility.

Green Mountain Coffee Roasters, Inc. will expand its Knoxville, Tenn. facility. The expansion represents a \$5 million investment and the creation of 287 full-time manufacturing jobs. Green Mountain Coffee Roasters, Inc. was founded in 1981 and is recognized as a leader in specialty coffee and coffee makers.

In May, Agero announced it will be locating a call center in Clarksville, Tenn. The company, a provider of connected vehicle services including roadside assistance and claims management, will create more than 500 jobs and invest \$8 million in its Tennessee location.

Dana Holding Corporation announced in May plans to expand its Paris, Tenn. manufacturing operation. The expansion represents a \$3.8 million investment and will create 49 new, full-time jobs in addition to the approximately 500 jobs already based at the plant. The Ohio-based company is a leading automotive supplier of axle, driveshaft, and structural, sealing and thermal-management products, whose customer base includes virtually every major vehicle producer in the world.

Less than two years after announcing plans to open a Tennessee facility, HomeServe USA announced in April plans to expand its Chattanooga, Tenn. call center operations. The company, a provider of home repair service programs, will create an additional 120 jobs and service the Continental U.S. and Canada.

### Top Q2 Announcements in Tennessee



**Pulaski, Tenn.;** Automotive systems and components supplier. \$53.7 million investment and 800 new jobs.



**Knoxville, Tenn.;** Specialty coffee and coffee makers. \$5 million investment and the creation of 287 full-time manufacturing jobs.



**Clarksville, Tenn.;** New call center in Clarksville. \$8 million investment and 500 new jobs.

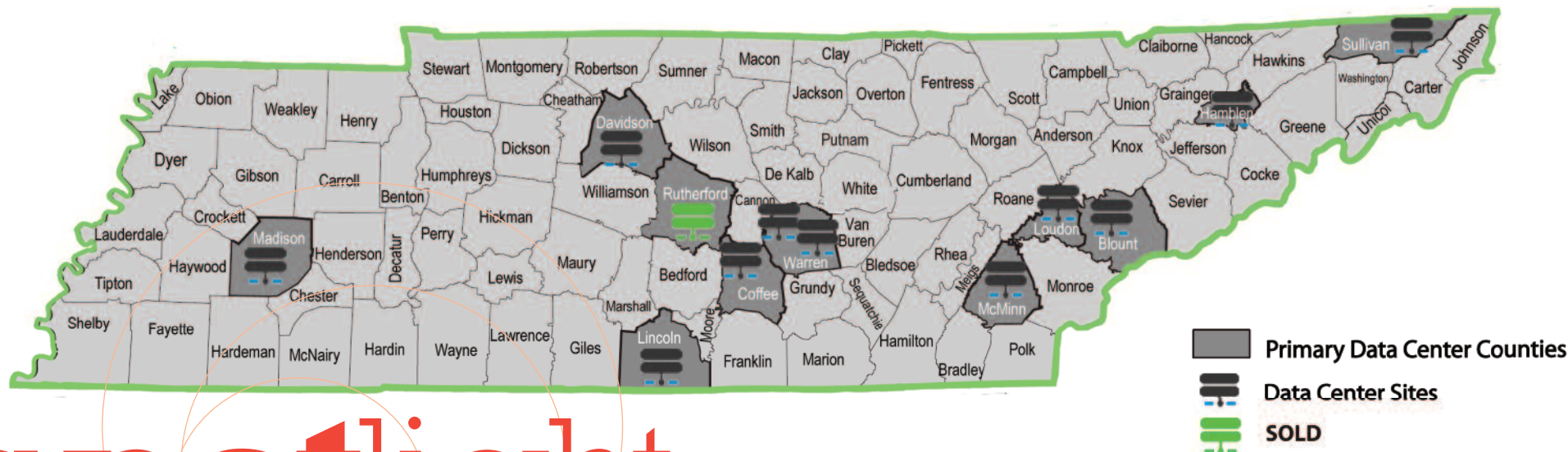


**Paris, Tenn.;** Automotive supplier. \$3.8 million investment and 49 new, full-time jobs in addition to approximately 500 jobs already based at the plant.



**Chattanooga, Tenn.;** Call Center. Company to expand and create an additional 120 jobs to service the Continental U.S. and Canada.





# spotlight

## Data and Call Centers

ECD has identified six key clusters where the state holds a competitive advantage and around which much of its business development efforts are focused. One of the six key clusters is the business services sector which includes data and call centers, along with headquarters, financial services, online information services, computer services and programming, and facilities support services.

There are nearly 200 data and call centers in Tennessee employing more than 34,000 Tennesseans. These companies are usually large job creators for their communities and require a trained work force. ECD often partners with the Tennessee Department of Labor and Workforce Development to host job fairs to help with the recruitment of qualified and skilled employees.

A distinct advantage Tennessee holds is a ready and available inventory of data and call center locations. The Tennessee Valley Authority (TVA) engaged Deloitte Consulting to evaluate and identify primary data center sites ready for development.

These primary sites provide access to fiber optic connections and redundant power grids; are located in areas that are low risk for natural disasters; and are constructed in quiet areas with

**ABOVE:** The Tennessee Valley Authority (TVA) engaged Deloitte Consulting to evaluate and identify primary data center sites ready for development. The above sites have been certified by TVA, which means they have access to fiber optic connections and redundant power grids; are located in areas that are low risk for natural disasters; and are constructed in quiet areas with low surface traffic and away from rail lines and airports.

low surface traffic and away from rail lines and airports. In addition to the state's business friendly climate, potential companies can take advantage of Tennessee's competitive electric rates, excellent power reliability and capacity, and dual feed capability.

## Recent Announcements

Data and call centers have always been a part of Tennessee's modern economic landscape and others are taking notice. Some of Tennessee's recent data and call center announcements include Agero, HomeServe USA, Sprint and TRG Customer Solutions.



**ABOVE:** Dave Ferrick, Agero president, announced in May 2012 the company's decision to locate a call center in Clarksville, Tenn. and create more than 500 jobs.



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Less than two years after announcing plans to open a Tennessee facility, HomeServe USA announced in April 2012 plans to expand its Chattanooga, Tenn. call center operations. The company, a provider of home repair service programs, will create an additional 120 jobs and service the Continental U.S. and Canada.

In November 2011, Sprint announced it will relocate its call center operations to Sullivan County, Tenn. from a current Bristol, Va. facility. The move represents a multimillion dollar investment in the state and the creation of more than 600 new jobs to Tennessee. The

call center will be built on a site already aptly-named "Sprint Drive" in Blountville, Tenn.

TRG Customer Solutions, a global business process outsourcing provider of customer management solutions and technologies, announced in September 2011 the launch of its new contact center facility in Spring Hill, Tenn., the company's first Tennessee site. TRG Customer Solutions will create more than 300 customer care representatives positions.

Tennessee has a strong track record of success in attracting and growing data and call centers across the state. With a solid economic plan in place, this and other industries and are finding that Tennessee is the best place to do business.

## 2012 Award Winner

Tennessee Wins Gold Shovel

**T**ennessee has once again ranked among the best in economic development by Area Development magazine, a leading executive publication covering corporate site selection and facility planning. The Volunteer State was named the winner of the magazine's 2012 Gold Shovel Award in the 5+ to 9 million population category. The Gold Shovel Award is presented annually to states that have achieved significant success in terms of job creation and economic impact. Tennessee received a Gold Shovel award in 2009 and Silver Shovel awards in 2006, 2010 and 2011.

Tennessee is also recognized by Area Development as a 2011 Economic Development Project of the Year for the \$235 million General Motors project in Spring Hill that is expected to create 2,350 jobs.

"This award speaks volumes to Governor Haslam's leadership and direction for our department," Bill Hagerty, commissioner, Tennessee Department of Economic and Community Development, said. "In 2011, we had the second best year of job creation on record, topped only by 2007, at

AREADEVELOPMENT  
**2012**  
Gold Shovel  
Award Winner

the height of the bubble. We substantially reorganized the department and had more staff on-the-ground recruiting than ever before. In receiving awards like the Gold Shovel, it shows our new economic development plan is yielding industry-leading results."

Area Development's annual Gold and Silver Shovel Awards recognize state economic development agencies that drive significant job creation through innovative policies, infrastructure improvements, processes and promotions that attract new employers and investments in new and expanded facilities. Only economic development projects initiated in 2011 were considered for the award.

A full review of this year's Gold and Silver Shovel award winners will be published in the Summer Executive Survey issue of Area Development and is posted online at [www.areadevelopment.com/awards](http://www.areadevelopment.com/awards).